GOVERNMENT OF INDIA
HEALTH AND FAMILY WELFARE
LOK SABHA

UNSTARRED QUESTION NO:634
ANSWERED ON:27.07.2005
POOR SERVICES IN CGHS DISPENSARIES
Mandal Shri Sanat Kumar

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether the Government has received any complaints from the beneficiaries of the Central Government Health Scheme that the attendance of doctors and para-medical staff is not satisfactory in dispensaries and medicines are generally not available ; and

(b) if so, the steps taken or proposed to be taken to improve the condition in CGHS dispensaries and hospitals ?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH & FAMILY WELFARE(SMT. PANABAKA LAKSHMI)

(a)&(b): Occasional complaints are received regarding late attendance of CGHS Doctors and staff and non-availability of medicines in dispensaries. Adequate quantity of medicines are available in the CGHS dispensaries and are supplied to the beneficiaries on the same day. However, the medicines not available in the dispensary are procured through authorized local chemists on individual prescription basis. By and large the medicines are supplied on the next working day by the authorized local chemist or on the third day. In the case of CGHS dispensaries which do not have any authorized local chemist attached to them, the CGHS beneficiaries (including pensioners) are permitted to purchase the medicines from the open market for which reimbursement is made by the Government.

Complaints are regularly monitored at dispensary level, Zonal level and Head Quarter level. There is an inbuilt mechanism to improve the functioning of CGHS dispensaries by way of inspection and supervision. Eight special inspection teams have also been constituted to monitor the functioning of CGHS dispensaries in Delhi. Regular meetings are held with the Resident Welfare Associations for improving the functioning of CGHS dispensaries

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